

## **PART 1 OF 2**

**EXHIBITS A-E ATTACHED TO THE DECLARATION  
OF DENISE CARSON IN SUPPORT OF DEFENDANTS  
ESIS, INC., AND ACE AMERICAN INSURANCE  
COMPANY'S MOTION TO COMPEL ARBITRATION**

**ABRAHIM V. ESIS, INC., ACE AMERICAN  
INSURANCE COMPANY  
CASE NUMBER: C07-4014 JCS**

**EXHIBIT A ATTACHED TO THE DECLARATION OF  
DENISE CARSON IN SUPPORT OF DEFENDANTS  
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**ABRAHIM V. ESIS, INC., ACE AMERICAN  
INSURANCE COMPANY  
CASE NUMBER: C07-4014 JCS**



**CIGNA Property  
& Casualty**

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This is to acknowledge that I have received a copy of CIGNA Property & Casualty Division Employment Dispute Mediation/Arbitration Policy. I will take the time to review the material contained in it.

Signature Maria Abraham

Date 11-09-94

**EXHIBIT B ATTACHED TO THE DECLARATION OF  
DENISE CARSON IN SUPPORT OF DEFENDANTS  
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COMPANY'S MOTION TO COMPEL ARBITRATION**

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CASE NUMBER: C07-4014 JCS**

**YOU AND CIGNA**

*Employee Programs*

*Services and Facilities*



## TABLE OF CONTENTS

THE CIGNA Vision	V
CIGNA'S BUSINESS OF CARING	VI
A. YOUR JOB AND OPPORTUNITIES	1
1. YOU AND YOUR SECTOR	2
2. APPROPRIATE ACTION/ADDITIONAL EMPLOYMENT OPPORTUNITY	3
3. EMPLOYEE CLASSIFICATIONS	3
Regular Full-Time and Regular Part-Time Employees	
Other Classifications	
4. ATTENDANCE	4
What Happens	
Attendance Policy	
Absence/Lateness Notification	
5. PERFORMANCE MANAGEMENT	5
Current Elements	
6. PROMOTIONS/TRANSFERS	7
7. JOB OPPORTUNITIES PROGRAM	7
8. EDUCATION AND TRAINING PROGRAMS	8
Introduction	
Education Advancement Program	
External Training Program	
9. OTHER OPPORTUNITIES	9
B. YOUR PAY & BENEFITS	11
1. THE COMPENSATION PROGRAM	12
Overview	
Position Description and Evaluation	
Salary Ranges	
Merit Increases	
Promotion Increases	
Performance Incentives	
Management Incentive Program (MIP)	

## U AND CIGNA

This handbook applies to all U.S. based regular full-time and regular part-time employees of the CIGNA companies identified on the last page of this handbook. This handbook contains important information about your contract of employment as well as policies and programs that relate to you in your work at CIGNA and about benefits for which you may be eligible. The terms of your employment mentioned in this handbook are legally binding, and you may wish to review these terms with your legal counsel.

Policies, programs and benefits plans in effect for the Company which employs you will apply in any particular situation. The policies and programs are provided to your manager or supervisor who will provide information to you about the details of these policies and programs. Descriptions and information about benefit plans are usually distributed directly to you at your home or at your work location. The plan, not this handbook, controls your benefits. As circumstances and competitive conditions change, CIGNA reserves the right to change any or all of such policies, programs and benefit plans in whole or in part at any time, with or without notice to you. However, any benefit entitlement to which you have vested rights (including the right to finish an arbitration which has been started) as of the date of the change will not be taken away as a result of any change.

This handbook contains only two terms of your employment. They are very important. The first is that your employment is not for any fixed period of time, just as you can terminate your employment at any time for any reason, the Company can terminate your employment at any time for any reason. The second is that by accepting employment and being eligible to receive increases in compensation and benefits, you agree that you will not go to court or a government agency for a hearing to decide an employment-related claim. Instead, you will resolve all employment related legal disputes (except worker's compensation and unemployment compensation) by going to a neutral third party arbitrator. Regardless of what anyone may have told you or you may have read before you were hired or after, these two terms of your employment are the full and complete agreement between you and the Company concerning these terms and cannot be changed except by a written agreement between you and your employer agreed by the President of the Company.

\*The terms "CIGNA" and "CIGNA company" as used throughout this handbook mean CIGNA Corporation and its subsidiaries. CIGNA Corporation owns the publishing rights and employs staff. The term "the Company" means the particular CIGNA subsidiary that employs you.

## B. YOUR PAY &amp; BENEFITS CONT.

2. Your Paycheck Paydays and Pay Periods Direct Deposit	15
3. OVERTIME	16
4. SHORT DIFFERENTIAL	17
5. YOUR BENEFITS PROGRAM	17
6. SERVICE RECOGNITION	17
7. SPECIAL RECOGNITION PROGRAMS	17
C. BALANCING WORK AND LIFE	18
1. LIFE BALANCE	20
2. RESERVE AND RETIREAL	20
3. GUILD CARE BENEFITS	20
4. ADPTION EXPENSE REIMBURSEMENT PROGRAM	21
5. FLEXIBLE WORK ARRANGEMENTS	21
D. TIME AWAY FROM WORK	23
1. ACCUSED INJURED BY INJURY OR HURT	24
2. VACATIONS	24
3. HOLIDAYS	24
4. PAID LEAVE OF ABSENCE	25
5. FAMILY MEDICAL LEAVE POLICY	25
6. LEAVE WITHOUT PAY	26
E. WORKING TOGETHER	27
1. EMPLOYEE RELATIONS Discipline Third Party Intervention	28
2. CONFLICT RESOLUTION PROGRAM Internal External	28
3. EMPLOYEE ASSISTANCE PROGRAM (EAP)	31
4. WELLNESS INITIATIVES	32
5. EMPLOYEE SUGGESTION PLAN (ESBP)	32
6. TALENT SEED	33

## C. WORKING TOGETHER CONT.

7. Involvement Program	31
8. PERSONAL CONDUCT ON THE JOB Personal Appearance Personal Mail/Personal Telephone Calls Personal Mail/Personal DATA	31
9. GRIEVANCE OR PERSONAL DATA	33
10. POLICY POLICY AND EMPLOYEE RECORDS Policy Statement Employee Records Medical Claims Information	34
11. BUSINESS ETHICS AND PRACTICES Policy Statement	35
12. AGREEMENT CONTRACTS AND OUTSIDE LABORISTS Policy Statement	37
13. UNION AND AGREEMENTS Policy Statement	37
14. UNION CHAIRMAN'S ELECTRONIC NETWORKS Policy Statement	38
15. PROTECTING CHAIRMAN'S INFORMATION THAT IS STORED ON ITS ELECTRONIC NETWORKS Policy Statement The First Security Actions Every Employee Must Take	39
16. SECURITY POLICY Policy Statement Definition	40
17. SECURITY POLICY Definition	41
18. USE OF PROTECTION OF ALLEGEDLY INCREASED Program Statement	41
19. ALLEGED CONSPIRACY AT COMPANY-OWNED EVENTS Building Building	42
20. LOCAL NEWS Program Statement Drug-Free Workplace Act Help for Drug-Related Problems	44
21. DRUG AND ALCOHOL TESTING Program Statement	45

## THE CIGNA VISION

23. BEREAVEMENT	46
23. EMPLOYEE CONDUCT THAT MAY RESULT IN DISCHARGE	47
24. OTHER REASONS FOR DISCHARGE	48
F. YOU AND YOUR WORK ENVIRONMENT	49
1. COMMUNICATIONS	50
2. SAFETY AND SECURITY	50
Personal Identification	
Emergency Body Choking	
3. CIGNA SECURITY OFFENSE POLICY	51
Policy Statement	
Definition	
4. USE AND POSSESSION OF DEADLY WEAPONS	52
Policy Statement	
Definition	
5. WORKPLACE VIOLENCE	53
Policy Statement	
6. PERSONAL PROPERTY	54
7. OTHER PROPERTY	54
8. ENVIRONMENTAL POLLUTION	54
Philosophy Statement	
G. YOU AND THE COMMUNITY	55
1. CIGNA CONTRIBUTIONS AND CIVIC AFFAIRS	56
Committee for Civics	
Employee Information Awards Program	
Matching Grants Program	
H. IF YOU LEAVE US	59
1. RESIGNATION PROCEDURES	60
2. BENEFITS AT TERMINATION	60
APPENDIX - BUSINESS ETHICS AND PRACTICES POLICY	61
INDEX & MISCELLANEOUS	71

*CIGNA, we intend to be the best at helping our customers enhance and extend their lives, and protect their financial security. Satisfying customers is the key to being able to meet employee needs and shareholder expectations, and will enable CIGNA to build on our reputation as a financially strong and highly respected company.*

## We believe:

- Providing the customer with products and services they value more than those of our competitors is critical to our success
- Talented, well-trained, committed and mutually supportive people - working to the highest standards of performance and integrity - are what make success possible
- The profitable growth of our businesses makes career opportunities and personal growth possible; and,
- Profitability is the ultimate measure of our success.



**E. WORKING TOGETHER****1. EMPLOYEE RELATIONS****Documentation**

CIGNA strives to treat its employees fairly and equitably.

A good manager maintains appropriate documentation concerning employment-related decisions and actions and clearly communicates those decisions and actions to affected employees. CIGNA maintains formal methods for employees to bring employment-related problems or concerns to the attention of management.

CIGNA strongly believes that third party intervention into dealings between management and its employees is not in the best interests of either its employees or CIGNA. CIGNA will directly oppose, within the boundaries of the law, any attempt through third party intervention to limit an individual employee's right to deal directly with management.

CIGNA's human resources staff, with support from CIGNA's counsel, develop procedures and practices to maintain a positive working environment, to encourage communication between employees and management, to resolve employment-related problems and to deal with third party intervention.

**Third Party Intervention**

"Third party intervention" means an attempt or any other activity by an organization which may lead to a third party representing CIGNA company employees to CIGNA management, particularly where such representation involves wages, benefits or working conditions. Typically, these attempts are made by labor organizations or unions, but they may also be made by professional associations, external and social pressure groups or internal employee groups.

**2. EMPLOYMENT DISPUTE RESOLUTION PROGRAM**

To help CIGNA maintain a positive work environment, the Employment Dispute Resolution Program was developed. This program consists of three processes which are *mandatory* and were designed to provide employees with an effective arena for resolving work-related conflicts while improving the lines of communication. The two internal processes and one external process are summarized below:

**E. WORKING TOGETHER****Internal**

- ◆ **Speak Easy Process** — The Speak Easy Process is comprised of three phases. Phase I encourages an employee to discuss concerns directly with his or her manager. If the issue cannot be resolved at this level, Phase II provides for a review of issues to be conducted and/or managed by the Division Speak Easy Coordinator. Should the issue not be resolved at Phase II, the employee can request Phase III. By sending a request to the division head, a representative of the division head will coordinate the investigation and resolution. Please see the Speak Easy form (which may be obtained from your human resources representative) for instructions.
- ◆ **Peer Review Process** — The Peer Review Process features a panel of employees to listen to the facts and witnesses concerning a complaint and render an impartial decision. As an alternative, the employee may choose to have a division head review as the final step. This process is limited to issues that fall within the scope of the Peer Review Process including interpretation or application of company, divisional, departmental or unit policies, work rules and established practices. The Peer Review panel cannot change policy, work rules or practices, pay levels, work schedules, performance appraisals or specific business decisions nor grant monetary relief. Step I enables the employee to address the issue with his or her immediate supervisor. If the employee is not satisfied with the outcome, Step II allows the employee to have his or her concern reviewed by the next level of supervision. If the employee disagrees with the Step II decision, in Step III, he or she may appeal to either the division head or a Peer Review panel. The Peer Review panel consists of five trained panelists including supervisors, exempt and non-exempt employees. Three of the panelists will be employees in the same category as the employee requesting the peer review for example, non-exempt employees. The Step III decision is final and binding on the employee. Please see the Employment Dispute Resolution Program (which may be obtained from your human resources representative) for more details.

**E. WORKING TOGETHER**

An employee can use either the Speak Easy or the Peer Review Process as the internal step in resolving an issue. An employee may not use both processes.

**External**

- **Arbitration** — If an employee is not satisfied with the result of either the Speak Easy Process or the Peer Review Process, and the issue falls under the scope of the Arbitration Policy, he or she may request arbitration, which is the last step of the Employment Dispute Resolution Program. The Arbitration Policy was designed as a faster, less expensive substitute for going to court. *Michael promises by both the employee and the employer to arbitrate employment related legal claims in a firm and condition of an employee's employment and arbitration must be used neither them going to court to enforce legal rights and claims (or going to a government agency which in some states acts like a court in judging claims).*

The agreement to arbitrate applies to serious employment-related disagreements and problems, which are those that concern a right, privilege, or interest recognized by applicable law. Such serious disputes include claims, demands, or actions under Title VII of the Civil Rights Act of 1964, the Civil Rights Act of 1966, the Civil Rights Act of 1991, the Equal Pay Act, the Age Discrimination in Employment Act, the Employee Retirement Security Act of 1974, the Fair Labor Standards Act, the Rehabilitation Act of 1973, the Americans with Disabilities Act, the Family and Medical Leave Act, and any other federal, state, or local statute, regulation, or common law doctrine, regarding employment discrimination, conditions of employment, or termination of employment. If the law in the state in which an employee works provides for a government agency hearing to decide questions of law related employment discrimination claims, then the agreement of the employee and the employer is that arbitration must be used instead of a government agency hearing to decide the claim or going to court and having a jury.

**E. WORKING TOGETHER**

Arbitration is conducted by a neutral third party who is an expert in employment matters and it is administered by the American Arbitration Association (AAA). Except for a filing fee, the costs of the arbitration will be paid by the Company unless the employee wants to share in the costs.

The employee and the Company agree to be bound by the decision made by the external, neutral arbitrator. The arbitrator chosen by the employee and employer in accordance with the employer's arbitration rules and procedures will be the sole and exclusive judge of the proper interpretation of the agreement of the parties as well as the rules and procedures of the arbitration process. The arbitrator will have all of the power a judge hearing the dispute would have so that the significant differences between going to arbitration and going to court are that the process will be much faster, less expensive and there will be no jury.

To begin the Arbitration process, an employee should submit a demand for arbitration to the Corporate Employee Relations Department within 30 calendar days after receiving the Peer Review Step III or Speak Easy Phase III decision. The Arbitration Rules and Procedures can be obtained through your local human resources representative.

For further information regarding any of the above processes, please see your local human resources representative.

## 2. EMPLOYEE ASSISTANCE PROGRAM (EAP)

CIGNA's Employee Assistance Program is a confidential assessment and referral program staffed by MCC Behavioral Care, Inc. professionals. If you have a personal problem that is unrelated or is affecting your work performance, you may use the Employee Assistance Program (EAP). The EAP is also available to supervisors for workplace issues as well as crisis intervention. The program may be used by family members whose problems may also have an adverse effect on you and your work. Referral employees may also use the program.

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ABRAHIM V. ESIS, INC., ACE AMERICAN  
INSURANCE COMPANY  
CASE NUMBER: C07-4014 JCS

## ACE TRANSITION — WHAT TO EXPECT

Issue	What's Been Decided	What You Need to Do
<b>Charitable Contributions — Matching Gifts</b>	<p>In July, CIGNA will process all applications received from January through June 1999.</p> <p>After the closing, an ACE USA Charitable Contributions and Matching Gifts program goes into effect.</p>	<p>Specific details on the ACE program will be forwarded to all employees in the coming months.</p> <p>Until then, employees should contact their Human Resources representative for matching gift forms or for additional program information.</p>
<b>Dispute Resolution</b>	<p>ACE USA will continue to offer a dispute resolution program to employees. The program will include two components of the current program — SpeakEasy and Arbitration/Mediation. The Peer Review program will not continue.</p>	<p>Nothing at this time.</p>
<b>Educational Reimbursement</b>	<p>There will be no interruptions in the professional education reimbursement program. CIGNA Corporate will administer reimbursements through the close of the first summer session for courses in progress at the time of the closing date. ACE USA Training will assume responsibility for the process in late July.</p>	<p>Beginning with the Summer '99 semester, requests for professional education and tuition aid reimbursement should be forwarded to Val Thomas, ACE Training, TL05A. To request a reimbursement, complete the educational reimbursement form entitled ACE/ERP accessible through JetForm. If you are unable to access the form, contact Val Thomas at 215-761-3833.</p>
<b>Employee Assistance Program</b>	<p>The current Employee Assistance Program (EAP) will remain in place through 1999.</p>	<p>Nothing at this time.</p>
<b>Employee Association</b>	<p>The Delaware Valley and Hartford Employee Activities Clubs will continue.</p>	<p>Look for information from the clubs about upcoming activities and enrollment.</p>

## ACE TRANSITION — WHAT TO EXPECT

Issue	What's Been Decided	What You Need to Do
<b>Employee Handbook (policies and practices)</b>	Most Human Resources policies and programs that apply to CIGNA employees will apply to ACE employees, with a few exceptions. An updated ACE employee handbook will be distributed at a later date.	If you have any questions regarding ACE USA corporate policies, contact your manager or human resources representative.
<b>Employee Referrals (TalentScout Program)</b>	ACE will develop an employee-referral program going forward. Details will be forwarded at a later date.	Nothing at this time
<b>Employee Suggestion Program</b>	ACE employees are not eligible to participate in the CIGNA Employee Suggestion Program (ESP) past Day One. ACE USA is currently considering a similar program, but has not made a final decision.	Nothing at this time
<b>Job Posting</b>	ACE is currently working with several vendors to develop a job posting system. For the short-term, information on available jobs in ACE will be communicated by e-mail.	Nothing at this time
<b>LifeBalance Resources</b>	ACE employees will be able to access LifeBalance Resources for work/family information and advice through the end of 1999. ACE will make a decision on this program for 2000 and beyond.	Nothing at this time.
<b>Medical Facility — Philadelphia</b>	ACE employees will continue to have access to the medical services available through the medical facility in Two Liberty Place.	Nothing at this time.

## ACE TRANSITION — WHAT TO EXPECT

Issue	What's Been Decided	What You Need to Do
<b>Parking Discount — Philadelphia</b>	ACE will continue the discount-parking program available to employees working in Philadelphia's Two Liberty Place. There will be no change in procedures.	Nothing at this time.
<b>Pre-Employment Testing</b>	ACE will continue to use CIGNA's existing vendors for background checks and drug/alcohol testing of potential employees. Any future changes to the process will be communicated to managers and human resources representatives.	Nothing at this time.
<b>Quarter Century Club</b>	While ACE employees' affiliation with CIGNA's Quarter Century Club officially ended at the time of the sale, current participants may still participate in dinners and social functions going forward.	Nothing at this time.
<b>Recruiting</b>	An ACE Staffing Unit has been established. CIGNA Staffing Services will not provide services to ACE.	Nothing at this time.
<b>Rehired Retirees Program</b>	Employees who were part of the CIGNA Encore Program on or before January 12, 1999 and were working for CIGNA P&C had the choice to stay with CIGNA or transfer to ACE. Those who chose to move to ACE will continue working in their current department and at their current schedule. (Current CIGNA employees cannot retire from CIGNA and join ACE under its rehired retiree program.)	Nothing at this time.

## ACE TRANSITION — WHAT TO EXPECT

Issue	What's Been Decided	What You Need to Do
<b>Service Recognition Program</b>	The current service recognition program will continue through September 1999. Employees celebrating milestone anniversaries from closing to September 30 will receive their award through CIGNA and an acknowledgment from ACE. After the ACE program formally begins on October 1, employees will receive their award and acknowledgment from ACE.	Nothing at this time.
<b>Temporary Staffing</b>	Contracts have been worked out to continue using the services of Kelly Services and Romac International.	Continue to coordinate with your Human Resources representative to arrange for temporary staffing services.
<b>Technology Training</b>	Technology training will still be available through COMP USA, but with one change: Before being approved for an external class, ACE employees must complete the Office '97 LAN-based training.	To sign up for COMP USA classes or other external technology training classes, complete the ACE/Technology Training Registration Form, accessible through Jetforms, or contact Donna Sudler, ACE USA Training, TL5A, 215-761-3832. For systems programming/architecture training approval or information, contact Sonya Weigle, ACE Human Resources, at 215-761-5244.
<b>Training and Development</b>	There will be no immediate changes in training programs. All current programs will become the responsibility of ACE Training. Programs offered through CIGNA Corporate Training will not be available to ACE employees.	If you have specific questions about a training program, call Russ Rado, ACE USA Training, at 215-761-3809, or contact your Human Resources representative.

## **ACE TRANSITION — WHAT TO EXPECT**

Issue	What's Been Decided	What You Need to Do
<b>Wellness Programs</b>	<p>ACE employees are not eligible to attend Working Well seminars sponsored by CIGNA.</p> <p>ACE employees currently using the on-site lactation program can continue to participate. Details on long-term plans for the program will follow.</p>	<p>ACE employees seeking wellness information can contact LifeBalance Resources.</p>



**EXHIBIT D ATTACHED TO THE DECLARATION OF  
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**ABRAHIM V. ESIS, INC., ACE AMERICAN  
INSURANCE COMPANY  
CASE NUMBER: C07-4014 JCS**

Ferrara, Carla L TL06D

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**From:** Ferrara, Carla L TL06D  
**Sent:** Thursday, July 08, 1999 1:19 PM  
**To:** Aivasian, Deborah Ann; Asher, Gary; Barak, Terrence; Barrett, Joseph; Baughman, Mic  
Berman, Alan; Boccella, Michael; Cohn, William; Crowe, David; Curran, Joseph; Depace,  
Gerard; Dreyer, Scott; Elie, Joseph; Fannan, John; Fox, Brian; Frost, Kathryn; Glowacki,  
John; Goldfarb, Daniel; Grabler, Michael; Gunby, Dean; Hackett, John; Hansler, Mark;  
Harowitz, Linda; Heppard, Jeffrey; Hochman, Jerrald; Jinks, Thomas; Jozefowicz, Beth;  
Keener, Cynthia; Korn, Alan; La Force, Norman; Lemke, Lizbeth; Lloyd, James; Lynch,  
Thomas; Mahoney, Brian; Marbrey, Janetta; Marino, Jeanne; McAbee, Carolyn; McHugh,  
Edward; McMillan, Adare; McMillan, Richard; McNamara, Patricia; Millman, Craig;  
Napierkowski, Edward; Nathanson, Lawrence; Nesselquist, Edward; Orlando, Michael;  
Pagones, Peter; Park, Seth; Previta, Alice; Racciatti, Lorraine; Robbins, Mark; Rome, Gai  
Sharpell, Marilena; Shine, Patrick; Siegal, Martin; Soffientini, Robert; Strugatz, Charles;  
Tamaddon, Ray; Trbovich, Ned  
**Subject:** Transition to ACE -- What You Need to Know

CE Transition chart - ACE Q&A - final.doc  
final.d...

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**TO:** ACE INA Management Cascade

The attachments contain a compilation of updates and information on a wide range of post-closing issues related to the ACE transition. The information in these documents -- one a comprehensive reference chart; the other containing answers to common questions -- applies primarily to ACE USA staff and U.S.-based employees of ACE International. This information will be available to all employees via the ACE INA intranet (<http://home.pc.cigna.com>) starting tomorrow.

Please feel free to forward this communication to all employees in your organization and encourage them to rely on the ACE Intranet for the latest news and information. For those in your organization without e-mail, please share printed copies of the attachments to help ensure everyone has access to this important information.

If you have any problems with any the attachments, please contact ACE USA Communications at 215-761-4744. Thank you.

EXHIBIT E ATTACHED TO THE DECLARATION OF  
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ABRAHIM V. ESIS, INC., ACE AMERICAN  
INSURANCE COMPANY  
CASE NUMBER: C07-4014 JCS

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**From:** Ferrara, Carla L TL06D

**Sent:** Monday, February 21, 2000 9:47 AM

**To:** Ables, Jr., Joseph; Abramski, Robert A TL32D; Adams, Rick TL27A; Adams, Ronald E TL30D; 'Andrighetto, Dean'; Applegate, Lisa B 1275; Barnes, Chris E TL20M; Bazaar, Kenneth TL33H; Becker, Allan R TL33A; Bens, Patricia A. TL33D; Betzler, jr, Richard F. TL13A; Blodgett, Verne E TL21F; Boyk, Larry R TL31; Boyle, Susan M TL06G; Bresch, Nellie TLP; Brookes, Robert J TL21F; 'Burkett, William'; 'Carey, Randy'; Carson, Denise R TL06G; Cassidy, Jeff TL31W; Chapman, Robert D TL34J; Clark, Dave R TL32; Cole, Bill W TL32C; Corrigan, Michael S. TL31X; Cossetti, Diana 1740; Cupp, Samuel B TL31; Curcio, William N. TL32; Daly, Michael J TL44D; Decker, Rich R TL34E; Dennison, Steve D 1060; DiFelice, Victor P TL30B; 'dinsdale, Steve'; Donius, Laura M TL32D; Dowd, Brian TLP32D; Dowe Sr., Robert; Duda, Diane M TL34A; Durkin, Mike MMQE; 'Edack, John'; Edmonds, John S TL32B; 'Eisler, Bruce'; Engel, James D TL44D; English, James TL56; Fabiitti, Catherine TL32C; Fazzie, Gene C TL19E; Feldman, Stephen M. TL51G; Fendya, James TL31W; Ferrara, Carla L TL31D; 'Fetherston, Shaun'; Fillippo, John D TL30D; Firestone, Susan H TL18D; Fisher, Richard S TL52K; Floyd, Bertina W 1275; Franklin, Rich C TL30D; Frederico, Dominic TL56B; Gaffney, Bob TL34N; Garrigan, Bill TL14A; Garvais, Donald F TL52L; Garvey, Francis E TL50; Gentleman, Marty; Giarrusso, Bob J. TL33B; Gibney, Edward J TL44E; Gieryn, Rick TL21J; Gold, David R TL44D; Gordon, Karen; Guthrie, Brian; Hagan, AnnMarie T TL14D; Haley, Dan E TL32H; Herman, James B TL21E; Hicks, Karen TL28F; Hicks, Lisa X TL31D; Hightower, Gary E 7035; Hitchcock, Ted K TL06H; Hosmer, Barbara D TL30L; Iacovelli, Louis TL34G; Jefferson, Bob ACE Exec TL56C; 'Johnson, Wendy Davis'; 'Jones, Bruce'; Jovinelly, Edward TL31A; Jungreis, William TL33B; Kautter, William J. TL20E; Keidat, Edward E TL05E; Kelley, Judy TL06C; Knauer, Paul R TL32C; 'Kramer, Don'; Kwiatkowski, Judy TL31C; 'Landi, Craig'; Lefkowitz, Jay 1720; Liuzzi, Joseph R TL44D; MacKinnon, Andrew M 1275; Madden, Pamela S TL20K; 'Maner, Carlton'; Marchesani, Trish; Mcardle, Kevin J TL50J; Mccracken, Kevin TL18A; McDowell, Edmund F TL52G; Mcnamee, Francis J TL31E; Miles, Jo Ann J TL32J; Miller, G. Kent TL31J; Miller, KMike 9125; Mintz, Joanne TL05E; Moeggenberg, Jeffrey TL32S; 'Morrisson, Kathleen'; Mulcrone, Kevin D TL20; Mulligan, George D TL21G; Murad, John A. TL34K; Nield, Lawrence C TL31E; Nyman, Craig A. TL14G; O'Connor, Peter C TL56; Omahne, Robert; Orzell, Frank R TL35K;

Ota, Ed K TL21F; Ottino, John A TL31E; Pena, Ric A 1135; Platow, Alan R TL31; 'Portwood, Bob'; Rado, Russell N TL35J; Rauen, Paul T. TL52H; Reding, Dennis ; Reynolds, Lawrence E TL06H; Rice, Cheryl TL50J; Riegler, Kenneth J 1475; Robbin, Ira TL33A; Robertson, Al M TL27B; Robinson, Barbara TL20M; Rowe, Thomas J; 'Runyon, Thom'; Rutter, Liz TL31D; zzzSalley, Roy E TL34L; Samuel, David 1060; 'Sanderson, Allan'; 'Sansone, Dominic'; 'Schmaltz, Bill'; Schultze, Mark E TL30A; Siegle, William M TL56A; Skapof, William E 1275; Smith, Joseph P TL52J; Sohl, Ralph H TL31W; Sothern, Karen V 1475; Sowell, Willie O TL31F; Stallard, James TL44D; Sun, David S TL52H; Takahashi, Joy Y TL33N; Thomas, Tamrah G TL30L; Tortorella, Tony F TL31E; Trainor, Ginny E TL31E; Trischetta, Elaine Midtown NY; Trotti, Joseph; 'Turner, Marshall'; 'Vivori, Marc'; Wagner, Keith J TL21K; Walton, Patrick M TL32E; Wandler, Valerie R TL06H; Warner, Jerry C. TL52L; Weidenborner, Janice R TL32J; Weigle, Sonya W TL06J; Werner, Robert L TL30D; 'White, Melissa'; 'Wilson, Helen'; Wisniewski, David J TL50J; Woodward, Susan A TL34K; Yesner, Les TL14A; Zaccaria, Ed TL32B

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**Subject:** ACE Employee Guide Now Online

**Importance:** High

To: ACE USA Management Cascade

From: Denise Carson, Assistant Vice President, Human Resources

Date: February 21, 2000

Re: ACE Employee Guide Now Online - Employee Announcement

Shortly, we will be introducing the new ACE Employee Guide on ACE eDesk. The following announcement will be sent to all ACE-INA employees. This online guide replaces the traditional printed employee handbook and the Human Resource Manual, and it contains a greater level of detail about ACE's programs and policies

**You have a role to play in the introduction of the Employee Guide. Note that in the announcement, we ask all employees to fill out a form acknowledging that they have received the guide and that they agree to review and abide by its policies and programs. Please stress to your staff the importance of reviewing the guide and make arrangements to collect completed forms within approximately two weeks. Then, work with your Human Resources representative to ensure that each form is placed in the appropriate personnel file.**

There is also a **Management Section** to the guide that provides additional information for your use. This section is password protected. Please use the following password to access the Management Section.

**USER ID: ACEMGR**

**PASSWORD: ACEMGR**

**This password should not be shared with non-management employees.** To access the Employee Guide just go to e-desk and click on the words "Employee Guide Online".

If you have any questions about the Employee Guide, please contact your HR representative.

<< File: memo-employee guideA.doc >>

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